



Policy and Procedure

Section: Provider Relations

Subject: Managing Entity Provider Network Contract Management

Policy Number: PR 008, Credentialing Policy

Effective Date: May 1, 2015 (former CR 002 and 003)

Revision Date: April 1, 2016, August 28, 2017, January 12, 2018

Review Date: Annual

Policy Statement: It is the policy of the Broward Behavioral Health Coalition to ensure that its subcontracted network provider agencies and individual professional and paraprofessional staff meet minimum criteria regarding credentials, training, expertise and overall capacity to treat those served. As BBHC contracts with Concordia Behavioral Health (Concordia) for network management and CQI program systems, Concordia provides the credentialing of the BBHC provider network as directed. Concordia Behavioral Health (CBH) must verify that all Providers and Community Mental Health Centers are in compliance with the Community Behavioral Health Services Coverage and Limitations Handbook. Concordia will also verify and monitor any training requirements identified by BBHC through this Credentialing Policy and contractual requirements.

Purpose: The purpose of this policy is to:

1. Ensure that the BBHC provider network is comprised of agencies, professional and paraprofessional staff that have the appropriate and relevant credentials, educational background, training, expertise and capability to deliver quality-of-care services.
2. Establish the process and required documentation necessary for Credentialing of a Provider.
3. Provides for BBHC/CBH notification to its Provider Network of credentialing requirements and timeframes.
4. Outline the process and necessary documentation required for the credentialing of Assessors, Case Managers, and Peers.

Procedures: The BBHC Credentialing Program requires each subcontracted provider funded and billing under the Assessment, Case Management and Recovery Support covered services to ensure staff delivering these services to BBHC clients meet the minimum requirements contained in this Policy. For the individual professional and paraprofessional staff that provide BBHC funded case management, assessment and recovery support services, BBHC sets forth a minimum standard of professional credentials, education, professional background and training to ensure staff are sufficiently capable of delivering quality of care services that can best meet the needs of



those served. This Policy establishes the minimum requirements; and procedures for submission of qualifications; and the review by Concordia staff. BBHC contracts with Concordia for network management and CQI program systems, which includes the credentialing of the BBHC provider network, as directed. BBHC collaborates with Concordia to develop credentialing policies and protocols for the credentialing of each specified contracted entity which includes verification of the professional qualifications for staff who provide BBHC funded case management, assessment and recovery support services. The development of the credentialing policies included input from the network providers via an established Credentialing Workgroup.

Provider agencies are required to ensure that within 90 calendar days from date of hire for all case managers and assessment staff and 180 days for peers providing those services to BBHC funded consumers, that those staff have completed all required trainings and met all professional qualifications for the respective role; i.e. assessment, case management, and recovery support services. After the 90 or 180 days (as applicable), if the provider staff has not met the minimum requirements, they are not permitted to continue providing the BBHC funded case management, assessment, or recovery support services, as applicable, until the requirements have been met.

It is the responsibility of subcontracted provider agencies for ensuring all staff delivering BBHC funded case management and assessment services meet the minimum requirements per this policy.

Services billed to and paid for by BBHC for Assessment, Case Management, and Recovery Support services are subject to recoupment where those services were delivered by staff who do not meet the professional qualification requirements after the required day period following date of hire.

Providers may be granted an extension of the 90/180 days for those newly hired case management staff who have not completed WRAP (Wellness Recovery Action Plan) training if the training is not offered within the 90/180 day period. To obtain this exemption, the provider must obtain written approval from BBHC's CQI Coordinator. The staff for whom this exemption is granted will be required to complete the next provided WRAP training. The Credentialing Program requires the Provider to complete and maintain an internal file with the following documents:

For Case Managers:

- a) When applicable, a copy of the AHCA certificate for Targeted Case Management Program (Agency Certification for Adult and Children Mental Health Targeted Case Management).
- b) When applicable, a Roster of the Providers' Targeted Case Managers by certification type.
- c) When applicable, a copy of all the Providers' most recent TCM training certifications.

- d) Certificate verifying completion of the Introduction to WRAP (Wellness Recovery Action Plan) training.
- e) Certificate verifying completion of SOAR (SSI/SSDI Outreach, Access & Recovery) training.
- f) Evidence of at least one training or academic course of at least two (2) hours regarding Substance Abuse: signs, symptoms, diagnoses and interactions with prescribed medication(s).
- g) Evidence of at least one training or academic course of at least two (2) hours that addresses Serious and Persistent Mental Illness diagnoses, symptoms, treatment.
- h) Evidence of at least one training or course in Trauma Informed Care.

For Case Managers specializing in Forensic Case Management:

- Evidence of at least one training or course of at least four (4) hours that addresses Florida Statute Chapter 916, forensic case management and court presentations.

For Case Managers specializing in Child Welfare/Dependency System Case Management:

- Evidence of completed training regarding Child Welfare

For Assessors:

- a) A Roster of the Providers' Assessors
- b) Evidence of at least one training or academic course of at least 2 hours that addresses each of the following domains:
 - 1. Clinical Assessment
 - 2. Trauma Informed Care
 - 3. Psychopathology/Serious and Persistent Mental Illness
 - 4. Substance e Disorders
 - 5. Co-Occurring Disorders
- c) Documentation that meets one of the following:
 - 1. A current license as a professional of the healing arts or a registered intern for clinical social work, marriage and family therapy, mental health counseling, or higher level behavioral health related degree. Registered interns must be supervised by a licensed professional with the required State approval as a Qualified Supervisor.
 - 2. A Master's degree in social work, marriage and family therapy, mental health counseling, psychology or related behavioral health field from an accredited four– year college or university.
 - 3. A Master's-level student of an accredited four-year college or university



with successful completion of the following topics – counseling theories and practice in mental health counseling techniques; ethics, legal, and professional guidelines for counselors and mental health professionals; diagnosis and treatment of adult psychopathology; diagnosis and treatment of child psychopathology; case conceptualization and treatment strategies;

4. A doctoral-level student of a behavioral health program with a minimum of one year of doctoral – level coursework at an accredited four-year college or university; or
- d) Staff employed by the Provider agency to conduct assessments hired before February 25, 2014 who do not meet any of the above degree requirements and who hold a minimum of a Bachelor’s Degree in psychology, social work, counseling or related behavioral health degree from an accredited four-year college or university shall be eligible for credentialing with the submission of documentation of successful completion of the training requirements outlined herein. Staff who are credentialed via these criteria are only eligible while employed by the BBHC Provider, at the time of credentialing.

For Peers:

- a) A Roster of the Providers’ Peers
- b) A copy of the peer’s certification from the Florida Certification Board
- c) Certificate verifying completion of the Introduction to WRAP (Wellness Recovery Action Plan) training.

The timeframe for completion of these requirements is 180 days from the original date of implementation (12/16/13) or of the employee hire date.

II. Monitoring of Credentialing Compliance:

- a) The Monitoring Team will monitor compliance to this Policy by reviewing supporting documentation for case managers, assessors and peers, annually. This monitoring can occur as part of the Contract Accountability Reviews, desk review or onsite; or via specific request anytime during the fiscal year.
- b) The Monitoring Team shall identify responsible staff to monitor by a review of case management, assessment or peer recovery support covered services invoiced. Staff that has reported as completing any case management, assessment or peer recovery support services can be reviewed.
- c) Shall verify that the documentation maintained by Providers compliance with this Policy and are legible and valid.
- d) Will provide notification to interested parties of available trainings that support compliance with the requirements of its Credentialing Program.